

Damage Claim Form

1. Please fax completed form to Customer Support for approval @ 1-800-430-4445
2. Also, completed approved form must be included with return shipment to ensure credit is issued.

Date: _____

Customer Name: _____

Customer Account Number: _____

Contact Name: _____

Phone #: _____

Fax #: _____

For Nelson Education Ltd

Approved By: _____

Dept: _____

Date: _____

Total # of boxes to be picked up _____

ISBN#	Invoice#	Author/Title	Qty Damaged	Damage Type (see below)	Replacement Qty

Damage Types:

- 1) Shopworn
- 2) Bent Corners
- 3) Pages Bent
- 4) Scratched
- 5) Spine Bent/Broken

6) Other, Please Specify _____

7) Damaged By Carrier: Box# _____, _____, _____, _____, _____

Tracking # _____

Ⓢ Please keep boxes for carrier inspection

Ⓢ If the book is defective (pages out of order, missing pages, etc.) No damage claim is needed.

Ⓢ Please note:

Damaged books must be reported within 120 DAYS of receipt and returned within 120 days of approval

Tel: 1-800-268-2222 / 416-752-9448

Fax: 1-800430-4445 / 416-752-8101

For an electronic copy, please visit <http://serviceplus.nelson.com>